

Energy Industry

Consumer Contacts that Require Enhanced Processing Presented by Utility Company, Category and Subcategory April 2019

This report presents a subset of total consumer contacts reported in Table 1. This data represents consumer contacts that require enhanced processing for resolution of consumers' complaints. These cases are known as Informal Complaints (ICs) and are sent to the appropriate utility for investigation. The utility must respond to the CPUC and address the allegations of the complaint. The following table reports the ICs by utility company and the nature of the complaint by category and the more specific subcategory.

Table 2 - Energy Industry Contacts: The companies listed in the table are organized in alphabetical order. Companies' names in this list may not reflect the company name under which services are marketed to the consumer.

Utility Code	Utility Name	Category	Subcategory	Count
ELC204	Clean Power Alliance	Billing	High Bill	1
		Policy and Practices	Abusive Marketing	3
Clean Power Alliance Total				4
ELC984	CleanPowerSF	Billing	Other Charges	1
CleanPowerSF Total				1
ELC201	East Bay Community Energy	Billing	Other Charges	1
East Bay Community Energy Total				1
ELC913	Golden State Water Company	Billing	High Bill	1
Golden State Water Company Total				1
ELC200	Monterey Bay Community Energy	Policy and Practices	Abusive Marketing	1
Monterey Bay Community Energy Total				1
ELC39, GAS39, MUL39, STM39	Pacific Gas & Electric Company	Billing	Backbilling	2
		Billing	Bill Not Received	2
		Billing	Deposits	1
		Billing	Disputed Customer of Record	5
		Billing	Estimated Billing	1
		Billing	High Bill	24
		Billing	Meter Reading Issue	1
		Billing	Other Charges	8
		Billing	Payment Arrangements	2
		Billing	Meter Inaccuracy	1
		Billing	Master/Sub Meters	1
		Policy and Practices	Safety	7
		Policy and Practices	SMART METER	1
		Public Purpose Programs	CARE Recertification	1
		Public Purpose Programs	Net Energy Metering (NEM)	2
		Service	Delayed Orders/Missed Appointments	9
		Service	Disconnection Non Payment	4
		Service	Outage	7
Pacific Gas & Electric Company Total				79
ELC901	Pacificorp	Billing	High Bill	1
Pacificorp Total				1

Utility Code	Utility Name	Category	Subcategory	Count
ELC902, GAS902, MUL902, STM902	San Diego Gas & Electric Company	Billing	High Bill	12
		Billing	Other Charges	2
		Policy and Practices	Safety	1
		Public Purpose Programs	Net Energy Metering (NEM)	1
		Service	Delayed Orders/Missed Appointments	1
		Service	Disconnection Non Payment	2
		Service	Outage	1
San Diego Gas & Electric Company Total				20
ELC205	San Jacinto Power	Billing	High Bill	1
San Jacinto Power Total				1
ELC224	San Jose Clean Energy	Billing	High Bill	1
San Jose Clean Energy Total				1
ELC338, GAS338, MUL338	Southern California Edison Company	Billing	Backbilling	1
		Billing	Bill Adjustment	1
		Billing	Bill Not Received	7
		Billing	Deposits	13
		Billing	Disputed Customer of Record	6
		Billing	Estimated Billing	1
		Billing	High Bill	26
		Billing	Other Charges	2
		Billing	Payment Arrangements	1
		Billing	Balance/Level Pay Plan	1
		Billing	Energy Diversion	1
		Policy and Practices	SMART METER	1
		Public Purpose Programs	CARE Recertification	4
		Public Purpose Programs	Net Energy Metering (NEM)	8
		Service	Delayed Orders/Missed Appointments	7
		Service	Disconnection Non Payment	1
		Service	Outage	21
		Service	Refusal To Serve	1
Southern California Edison Company Total				103
GAS904	Southern California Gas Company	Billing	Deposits	1
		Billing	Disputed Customer of Record	1
		Billing	Estimated Billing	1
		Billing	High Bill	11
		Billing	Other Charges	2
		Billing	Payment Error	2
		Service	Delayed Orders/Missed Appointments	6
		Service	Disconnection Non Payment	2
Southern California Gas Company Total				26
GAS905	Southwest Gas Corporation	Billing	High Bill	2
		Billing	Other Charges	1
Southwest Gas Corporation Total				3
Total ICs Sent ¹				242

1 Due to the carryover of cases received in previous months, there are slight differences between the total number of ICs sent to the utilities and the number of written contacts received in a month.